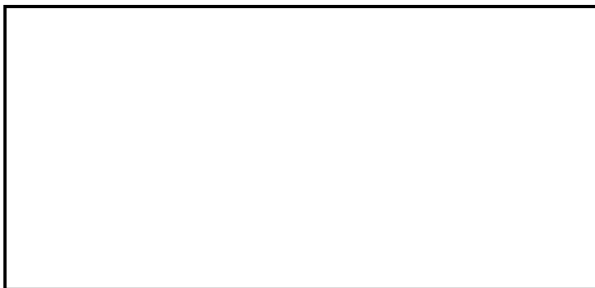


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IHC-MM-369
19 December 1972

MEMORANDUM FOR THE RECORD

SUBJECT: ASD/I COINS Evaluation Review Group - 6th Meeting

1. Attachment 1 is a list of attendees at the 6th meeting of Dr. Malkin's COINS Evaluation Review Group meeting held at the Pentagon on 14 December 1972.

2. Dr. Malkin informed the Review Group that he had a call in to Mr. Tweedy to arrange for a security briefing [redacted] but had not spoken to Mr. Tweedy.

3. [redacted] had arranged for a briefing by Informatics, IBM, and IDA. He introduced Mrs. Savas to give the first briefing; which was the COINS Statistical Summary of Usage and Performance.

4. Mrs. Savas reviewed the COINS Statistical Summary of Usage and Performance document dated 14 December 1972; Attachment 2. The briefing included a review of the events that had concluded since the contract was initiated in October 1971. She also reviewed a summary of COINS traffic for this period which included a breakout of traffic in the host computer and the COINS switches. She reviewed the distribution of COINS traffic by the host system which revealed that the NSA traffic is 49%, DIA 36%, PACOM 11%, NPIC 3% and CONAD is 1%. The distribution of COINS traffic by the addressee was also presented. NSA accounts for 83% of the COINS traffic, DIA 17% and CONAD for approximately 1%. A number of other charts and statistics were reviewed pertaining to the number of interrogations that were answered, aborted, or no replies provided. She also reviewed the chronology of events that occur when interrogating COINS from a terminal through the switch to the host computer back through the switch and to the terminal with the answer. The present method that is being used to analyze the response time is not from terminal to terminal but is from the time the switch receives the interrogation until the switch receives the answer. The actual times, Mrs. Savas pointed out in response to my question, would be a few minutes longer than her charts indicated. She pointed out a number of problems associated with the present system, some of which pertain to standardization of the reporting format, identifying subscribers, differences in logs recording times, absence of data

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on DIAOLS' use of DIA COINS files, and a few other items listed in Attachment 2 that would make the statistical gathering and analysis more meaningful. The absence of data on DIAOLS' use of COINS files indicates erroneous statistics of the COINS in that all DIA usage of DIA/COINS files are not included in the statistics presented. The COINS is a remote batch system while the DIAOLS can operate both remote batch or interactive. The easiest and fastest mode of operation for DIA personnel in using DIA files on the DIAOLS (some of the DIA files are part of the COINS files) is interactive rather than remote batch. Furthermore, Mrs. Savas' statistics do not separate the training queries and test queries from the operational queries; i.e., the statistics do not reveal the actual operational usage of the system. Another problem that appears to me has an impact in the efficiency of the COINS network is the lack of a technical control capability (similar to a communications "technical control"); i.e., a capability to isolate the trouble and to determine whether or not the fault is in the terminal, the communications network, the tele-processing interface, the switch or the host computer system.

5. Dr. Ed Adams of the IBM Research Center gave a briefing on the methodology he is developing for [REDACTED], which is to be used to evaluate COINS performance. Attachment 3 is a copy of the Indices of COINS Performance dated 7 December 1971. This is apparently the statement of work for Dr. Adams' study; i.e., to develop a figure of merit for operationally significant quantities. Attachment 4 is the COINS Indices by Index. This Attachment includes the following Indices: Service Quality, System Useability, File Quality, Average Quality, Gross Capability, Breadth of Utilization, Potential Breadth of Utilization, Useful Output, Potential Output, Number of Actual Users, Number of Potential Users. All of these Indices have numerical ratings that pertain to quality and value, etc., of the COINS files versus terminal users.

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6. Attachment 5 is a printout of COINS Users Comments and Suggestions dated June 1972 of COINS files versus comments by individuals using these files. Attachment 6 is a copy of a printout of COINS files versus users depicting a numerical value rating of importance of each file by the user.

7. Mr. Arnold Dumey of IDA, the third briefer, is preparing a report for [REDACTED] on the utility of the COINS system but it has not yet been written. One specific item he mentioned was that the instruction book for the use of the COINS terminals was satisfactory but that the examples given are bad, and it needs to be revised. He mentioned that the locations of the terminal was an important item that impacted on the turn-around time. He talked about file deficiencies, updating and percentage

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of usage of files. He stated there was not enough parity checks of the data transmitted which led to systems errors and or aborts. He discussed a number of other points associated with his interview of approximately sixty users.

25X1 8. Attachment 7, titled Coins Files, is a paper handed out by [] This paper was prepared using inputs from: (a) a formal COINS interagency request for recommendations to enhance the COINS files; (b) COINS Users Questionnaire; and (c) Qualitative Review and Rating of COINS (in June 1972). It includes two summaries containing suggestions from COINS users for: (a) improving the quality and usefulness of existing COINS files; and (b) for adding new files or types of files to COINS. It also includes a summary of general complaints regarding COINS files.

25X1 9. In summary: (a) The [] Statistics do not include the internal DIA interrogations of DIA files which are included in the COINS system. Furthermore, they do not differentiate between the actual operational usage of the COINS files from the total usage of COINS which includes testing, training, operators errors, etc; (b) Dr. Adams presented a methodology that could be further developed for evaluating the COINS system, but the numerical weighting of the various formulas he used for evaluating the system are subjective values; i.e., you can make the answers come out to whatever you want them to come out to be. It is a start, but it needs to be scrutinized. Dr. Malkin is going to re-convene his utilization working group to compare Dr. Adams' work with their own analyses of the utilization and effectiveness of the COINS files; (c) [] presentation, although interesting, and revealing a high degree of common sense which is very important, lacked a punch line; that is, a summary of what he has learned and what steps should be taken to improve the system; and (d) A more comprehensive presentation could have been made if [] had given an overview interpretation of the three speakers, including what they were to present and the purpose. This came out piece meal during the presentations but should have been presented as a prologue. The overall briefing would have been more effective if [] had: (a) summarized the presentations of the three briefors; (b) briefed using his handout (Attachment 7); and (c) discussed where he, as the COINS Project Manager, was going from here. All of the analyses presented are related to improving the system and therefore to make it more valuable to the user. 25X1

25X1 10. Dr. Malkin's next meeting will be held on 20 December 1972 in Room 3E267, Pentagon at 0930 hours. I've learned that he is going to have the following agenda: (a) Mr. Jim Anderson, IBM, [] will review the general problem

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of computer security; (b) NSA will give a briefing on a secure
ADP system [redacted] (c) DIA will discuss the security
of the DIAOLS ADP system; and (d) Dr. Malkin wants [redacted]
CSS/SECOM-USIB and [redacted] to discuss the fundamental
security requirements for an ADP system, to itemize the problems
and to state what corrective action is required to get a system
approved for multi-level security usage.

[redacted]

IC Staff

Atts

cc:

General Taylor w/o atts

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